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**JOB OPPORTUNITY BULLETIN**  
**MISSOURI STATE HIGHWAY PATROL**  
**COMMUNICATIONS DIVISION**

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**TITLE:** Probationary Communications Operator

**LOCATION:** All Troop Locations Statewide

**FACILITATOR:** Amanda Farley  
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**DESCRIPTION:** The Probationary Communications Operator positions are assigned to each Troop Headquarters. These positions are classified as non-exempt under the Fair Labor Standards Act. The work location and official domicile for these positions are listed below.

Troop A, Lee's Summit  
Troop B, Macon  
Troop C, Weldon Spring

Troop D, Springfield  
Troop E, Poplar Bluff  
Troop F, Jefferson City

Troop G, Willow Springs  
Troop H, St. Joseph  
Troop I, Rolla

**POSITION SUMMARY:** The employee performs full functioning communications work by handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and non-emergency telephone calls from the public and other law enforcement entities; works both two-way radio and desk operations entering, retrieving and disseminating information in the Missouri Uniform Law Enforcement System (MULES) and associated computer systems (NCIC, NLETS, DOR, ALERT, REJIS). *(For a more detailed job description go to: <http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/salarySchedule.html>.)*

**QUALIFICATIONS:** Graduation from high school or possess a GED, and be 21 years of age. Possess two years experience and/or education in mass communications, criminal justice, broadcasting, law enforcement, military police or communications, emergency services dispatcher, telecommunicator, call taker, air traffic controller, or related experience. Must possess the ability to type a minimum of 25 net words per minute.

\*All new probationary Communications Operators will be required to attend a minimum of five weeks of training in Jefferson City at the Missouri State Highway Patrol Academy.

Pursuant to General Order 26-04, uniformed civilian employees will not have tattoos/brands that a reasonable person would find offensive, such as tattoos/brands depicting or supporting criminal behavior, drug usage, nudity, profanity, promiscuity, subversive groups, bigotry, etc.

Applicants will not be hired for uniform civilian positions if they have any tattoos/brands on the head, neck, hands, below the upper six-inch portion of the arms, or any other part of the body, which would be visible while in uniform. Radio Personnel will adhere to hair regulations pertaining to length, style, and color. Radio Personnel will adhere to restrictions that limit the type and style of jewelry displayed or discernable on other parts of the body. Radio Personnel will not wear any personal or elective item that has the potential to inhibit clear speech during routine and emergency situations. These items include, but are not limited to, tongue jewelry, studs, inserts or item associated with mouth and tongue piercing.

**SALARY:** (Semi-monthly) \$1,436.00

**APPLICATION PROCEDURE:** Individuals interested in this position must submit the Patrol's Application for Employment **and take a typing test** (<http://mshp-hrd.AssessTyping.com>) prior to the application deadline. Resumes will not be accepted in lieu of the application. Applicants may obtain an application from the Patrol's website at [www.mshp.dps.missouri.gov](http://www.mshp.dps.missouri.gov), or by contacting the facilitator listed above.

Current employees who meet the minimum qualifications set forth in the attached job description may apply through the Human Resources Division by submitting both a SHP-12 Application for Employment and a SHP-15 intradepartmental letter of application and resume through channels prior to the application deadline **and take a typing test** (<http://mshp-hrd.AssessTyping.com>). \*\*Applications for lateral transfer will be considered before those involving reclassification.\*\*

Individuals who have completed an application for a position within the last twelve months may request their application be pulled for consideration by contacting the facilitator for the vacant position. If an application is older than twelve months, the applicant must submit a new application.

**TESTING AND INTERVIEW PROCESS:** Written Examinations will be held at the Academy, General Headquarters, Jefferson City, Missouri, on the following dates:

Saturday, February 20, 2010

Sunday, February 21, 2010

Tuesday, February 23, 2010

Additional testing dates may be determined at a later date pending the number of processed applications.

The testing will take approximately four hours and consist of two examinations: EEP Assessment Package (position compatibility, multi-tasking, and mental ability) and CritiCall (skills and abilities related to dispatching).

Interview boards will be held in Jefferson City, Missouri, approximately one month after the written examinations. The tentative start date for these positions is May 3, 2010. The five-week training in Jefferson City is tentatively scheduled to start May 31, 2010.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

**NOTE:** Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations and/or candidate's possession of the knowledge, skills and abilities deemed necessary for successful performance in the job.

**EEO STATEMENT:** The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, national origin, age, disability status, or any other non-merit factor.

**\*\*\*Missouri State Highway Patrol\*\*\*  
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